

# Complex Collaboration Consultancy Service

## Frequently Asked Questions

### **Do I need consent from the participant I am working with to access this service?**

As best practice, we would encourage referrers to seek consent from their participant. However, the referral process deliberately does not require the referrer to provide any identifying information about the participant, to complete a consultancy session(s).

### **Can more than one professional attend the group consultancy session?**

Yes, if the participant has an existing care team or group of professionals working with them, who may benefit from the session, can attend the group consult session.

### **Can the participant or family member attend the session?**

No, these sessions are primarily aimed at professionals working with participants and to maintain the participants privacy, our preference is for them to not attend the session. Where it's important for the participant or family member to attend the session, we will consider this on a case-by-case basis.

### **Can I refer more than once?**

Yes, we will accept multiple referrals from professionals. As this is a pilot project, we will be limiting referral numbers whilst we undertake an evaluation of the program and outcomes, so we may not be able to address all referrals, however, we will endeavour to do so.

### **The referral form only gives me two options for days and times for group consultancy sessions, is there an option to have another time and day?**

No, we can only offer the selected two days whilst we run the pilot project. Following an evaluation of the service, over the next 12 months, we may be able to increase our availability.